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Transmit Patent Application of:  
JUDKINS ET AL.

Serial No. 09/513,784

Art Unit: 2748

Filing Date: February 25, 2000

Attorney Docket No.:

24348

For: INTEGRATED ACD AND IVR  
SCRIPTING FOR CALL CENTER  
TRACKING OF CALLS

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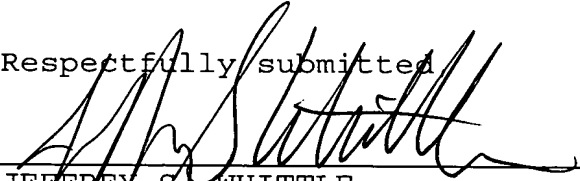
Sir:

Please mark your records that all future  
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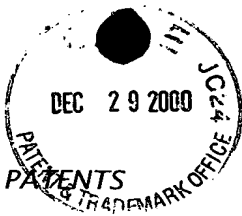
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Transmitted herewith for filing in the patent application of:

Inventors: JUDKINS ET AL.

For: INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER TRACKING OF CALLS

Serial No.: 09/513,784

Filed: FEBRUARY 25, 2000

Enclosed are:

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